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CC Docket No. 98-67

Jane D. Hull
GOVERNOR



Sherri L. Collins
EXECUTIVE DIRECTOR

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JUL 13 2001

1400 West Washington • Room 126 • Phoenix, Arizona 85007

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

June 28, 2001

To: Federal Communications Commission
Consumer Information Bureau
Disability Rights Office
445 12th Street, SW
Washington, DC 20554

Fr: Sherri Collins, Executive Director
Arizona Commission for the Deaf and the Hard of Hearing
1400 W. Washington, Room 126
Phoenix, Arizona 85007

Re: Summary of Consumer Complaints Log

To Whom It May Concern:

Please find attached two logs for our FCC Telecommunication Relay Services Complaint Log filing for the state of Arizona as mandated by your commission.

Attachment #1 shows the specific complaints made for the period of June 2000 to May 2001.

Attachment #2 is the written summary for filing.

If there any questions or concerns, do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "SC" followed by a stylized flourish.

Sherri Collins
Executive Director

cc: sc file
trs file

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at

602-542-3323 V/TTY • 800-352-8161 V/TTY • 602-542-3380 FAX

The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf and the hard of hearing to improve their quality of life.



Arizona Relay Service

FCC Annual Report: June 2000 - May 2001

													TOTAL	PCT.
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	2	0	1	1	1	0	1	1	0	7
#01	Dial Out Time	0	0	0	1	0	0	0	0	0	0	0	0	1
#02	Didn't Follow Database Inst.	0	1	2	0	0	0	0	2	0	0	2	0	7
#03	Didn't Follow Cust. Instruct.	0	0	0	7	5	2	2	1	3	2	1	1	24
#04	Didn't Keep Customer Informed	3	3	1	0	0	2	3	1	3	2	0	1	19
#05	Agent Disconnected Caller	0	0	2	0	2	1	0	0	1	2	1	2	11
#06	Poor Spelling	0	0	0	0	0	0	1	0	0	1	0	0	2
#07	Typing Speed/Accuracy	1	0	3	0	0	2	0	0	1	2	1	2	12
#08	Poor Voice Tone	0	0	0	0	1	0	0	0	0	1	0	1	3
#09	Everything Relayed	1	0	1	1	1	0	1	0	1	1	1	2	10
#10	HCO Procedures Not Followed	0	0	0	0	0	0	1	0	0	0	0	0	1
#11	VCO Procedures Not Followed	0	1	0	0	0	0	0	0	0	0	0	1	2
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	1	0	0	0	0	0	1
#15	Recording Feature Not Used	1	0	0	1	0	0	0	0	0	1	0	0	3
#16	Noise in Center	0	0	0	0	1	0	0	0	0	0	0	0	1
#17	Agent Was Rude	1	0	2	0	2	1	2	2	2	2	0	0	14
#18	Problem Answer Machine	4	1	0	1	1	1	0	0	0	0	0	1	9
#19	Spanish Service	0	0	1	0	0	1	0	0	0	0	1	0	3
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	2	3	5	3	4	9	3	2	2	2	2	4	41
TOTAL		13	9	17	16	17	20	15	9	13	17	10	15	171
TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	5	0	0	1	0	0	0	0	0	6
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	1	0	0	0	2	1	0	0	2	0	1	0	7
#25	Line Disconnected	0	0	1	0	0	0	0	0	0	0	0	0	1
#26	Garbled Message	0	0	5	0	0	0	0	1	0	1	0	0	7
#27	Database Not Available	0	0	0	1	6	1	0	0	0	1	0	0	9
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	1	1
#29	Other Technical Type Complaint	2	0	0	0	2	3	0	1	2	0	0	2	12
TOTAL		3	0	6	6	10	5	1	2	4	2	1	3	43
MISC COMPLAINTS														
#30	Rates	0	0	1	0	0	0	0	0	0	0	0	0	1
#31	OSD	0	0	0	1	0	0	0	0	0	0	0	0	1
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	0	1
#34	Network Recording	0	0	0	0	1	0	0	0	0	0	0	0	1
#35	Other	0	1	0	1	0	1	0	0	0	0	1	1	5
TOTAL		0	1	1	2	1	1	1	0	0	0	1	1	9

Attachment # 2

Summary Log for June 1, 2000 – May 31, 2001 Arizona Relay Service

For the period of June 1, 2000 through May 31, 2001, Sprint processed 1,182,339 outbound calls on behalf of Arizona Relay Service, receiving a total of two hundred twenty three (0.019%) customer complaints. All two hundred twenty three complaints were filed with supervisors at one of the eleven Sprint TRS centers, customer service representatives or account managers. All of these complaints were resolved in a timely fashion. None of these two hundred twenty three complaints were escalated for action to the State of Arizona or to the Federal Communications Commission.